

THE WEBSITE, Your Own Lullaby and the customer

These terms and conditions apply to the use of this website at www.myownlullaby.com (the "Website"). By accessing this website and/or placing an order, you agree to be bound by these terms and conditions.

Using this Website indicates that you accept these terms regardless of whether or not you choose to order from us. If you do not accept these terms then we advise you to not use this website.

The website yourownlullaby.com is operated by Irene Gentili a individual company registered in Italy. Our registered office is in Bolzano, strada Rio Molino 10.

Our VAT registration number is 02940160217..

Any reference in these terms and conditions to "we" or "us" refers to Your Own Lullaby.

Our contact details are as follows:

Your Own Lullaby

Bolzano, Italy

General email: info@yourownlullaby.com

Telephone number: 0039 3289028616

Website: www.yourownlullaby.com

Placing an order

Shopping on our website is super simple. You can browse our products by hovering over the menu at the top of the main page. Once you have hear the lullabies, simply choose your favorite package and add it to the cart with all the information for the order (baby's name, dedication ecc.)

Please confirm the items you would like to purchase and click on "continue to checkout".

Enter your billing address details on the next page and if you have a discount code, do not forget to enter this on the right-hand side, and click 'Apply'.

Please note, only one discount/promotion per order applies. If you try to apply two discounts/promotions, our system will automatically select the best deal and apply this to your order.

If you are happy with everything, click on the "continue to the payment method" button and enter your payment details.

Simply finish placing your order by clicking on the "complete order" button.

Once you have placed your order, you will receive an automated confirmation email from us! Please check your junk/spam folders in case the email snuck in there.

If you have any questions, or something went wrong, please let us know by contacting our customer care at info@yourownlullaby.com

Discount Codes, Promotions & Sale

Discount codes must be applied when you reach the cart.

Codes can only be applied to full price items and cannot be used in conjunction with any other offers, unless stated otherwise.

Always check the end date for discount codes, as they will not be valid after this time.

Discounts cannot be exchanged for cash and are non-transferable.

Not valid on sale items.

My Own Lullaby reserves the right to cancel discount codes at any time; to refuse to allow any individual to participate in offers, and to amend these terms and conditions.

Privacy Policy

You can review all the details of our privacy policy [here](#)

Introduction

You will be able to access all areas of this Website without registering your details with us.

We may revise these terms and conditions at any time by updating this posting. You should check this Website from time to time to review the then-current terms and conditions because they are binding on you. Certain provisions of these terms and conditions may be superseded by expressly designated legal notices or terms located on particular pages of this Website. If you do not wish to accept any new terms and conditions after we have given notice, it is advised that you should not continue to use this Website.

Pricing

All prices include VAT (where applicable) at the current rates. We reserve the right to express the price exclusive of VAT and include it in the total price.

Where we charge separately for packing, carriage and insurance and other relevant charges, the appropriate rates are set out in our specified pricing structure shown elsewhere on this Website.

Our prices are reviewed periodically.

Payments

We accept Visa, MasterCard and American Express cards.

You can also choose to pay with PayPal. When selecting this option at checkout, you will be directed to the PayPal to 'Log In' and review the amount shown before clicking 'Pay Now'. Once this transaction is complete, you will then return to our website.

You can also choose to pay with bank transaction at our bank account.

Delivery

We will deliver the products ordered by you to the email address, which you give for delivery when you make your order. If any of the details you have given us in your delivery address are incorrect, we are not liable for any items, which have not been received. If you require us to send out your item to a different email-address after it has been returned then there may be a charge for posting it out again.

You need also a billing address.

We do deliver all over the world, because our products were send per email. Your order will be delivered within 2 working days.

Order Cancellations

Order Cancellations are not allowed, because we personalize the songs for you.

You have the legal right to cancel your order within 1 hour after your order.

We reserve the right to cancel your order at any time and issue a full refund.

Returns and exchange

The rights to return the songs to us will not apply because of the following circumstances:

- The lullabies are personalised or customised specifically for you.
- If you have made a spelling mistake on your order and it has been sent for production.

If you are not completely satisfied with our lullabies, simply get in contact with our customer support team via the form on the contact page. If it is a fault at our end, we will issue a full refund or exchange as soon as possible.

Visitor Material and Conduct

Other than personally identifiable information, which is covered under the Privacy Policy www.yourownlullaby.com any material you transmit or post to this Website will be considered non-confidential and non-proprietary. When making a payment through Your Own Lullaby we keep no record of any credit card details and as soon as your payment goes through, the details are dismissed from our website. We will have no obligations with respect to such material. We and our nominees will be free to copy, disclose, distribute, incorporate and otherwise use such material and all data, images, sounds, text and other things embodied therein for any and all commercial or non-commercial purposes.

You are prohibited from posting or transmitting to or from this Website any material:

- (a) - that is threatening, defamatory, obscene, indecent, seditious, offensive, abusive, liable to incite racial hatred, discriminatory, menacing, scandalous, inflammatory, blasphemous, in breach of confidence, in breach of privacy or which may cause annoyance or inconvenience
- (b) - for which you have not obtained all necessary licences and/or approvals
- (c) - which constitutes or encourages conduct that would be considered a criminal offence, give rise to civil liability, or otherwise be contrary to the law of or infringe the rights of any third party, in the UK or any other country in the world or

You may not misuse the Website (including, without limitation, by hacking).

We will fully co-operate with any law enforcement authorities or court order requesting or directing us to disclose the identity or locate anyone posting any material in breach of the clauses of above.

Disclaimer

While we endeavour to ensure that the information on this Website is correct, we do not warrant the accuracy and completeness of the material on this Website. We may make changes to the material on this Website, or to the products and prices described in it, at any time without notice. The material on this Website may be out of date, and we make no commitment to update such material.

The material on this Website is provided "as is" without any conditions, warranties or other terms of any kind. Accordingly, to the maximum extent permitted by law, we provide you with this Website on the basis that we exclude all representations, warranties, conditions and other terms (including, without limitation, the conditions implied by law of satisfactory quality, fitness for purpose and the use of reasonable care and skill) which but for these terms and conditions might have effect in relation to this Website.

Governing Law and Jurisdiction

These terms and conditions shall be governed by and construed in accordance with Italian law. Disputes arising in connection with these terms and conditions shall be subject to the non-exclusive jurisdiction of the Italian courts.